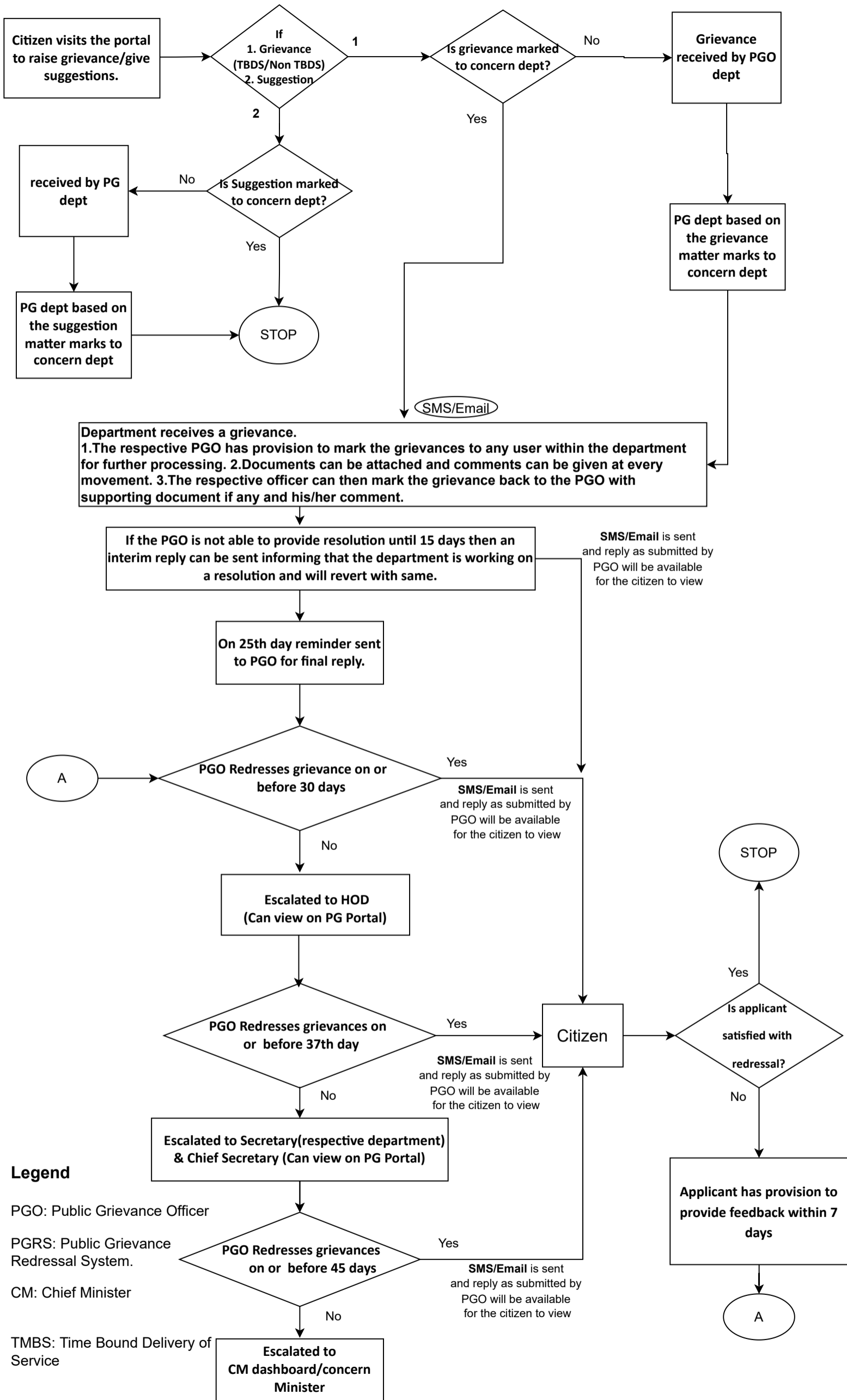


# Public Grievance redressal system process



## Legend

PGO: Public Grievance Officer

PGRS: Public Grievance Redressal System.

CM: Chief Minister

TMBS: Time Bound Delivery of Service